

IV. LOST AND FOUND PROPERTY

A. How to make a police record

All thefts and major losses should be reported to the police as soon as possible. Each of Paris' twenty districts (arrondissements) has three or four police stations (commissariats); train stations also have one. You should go to the one which has jurisdiction over the area where the theft or loss occurred unless you were robbed in the subway. In that case, you can go to any police station, including the one located near the American Embassy, at 31, rue d'Anjou, 75008 Paris. The police will give you a *Recepisse de Declaration de Perte ou de Vol* (receipt for declaration of loss or theft). If you have lost your passport, identification documents and other papers as well as personal effects, you will receive separate receipts, one for your papers (*pieces d'identité*) and one for your valuables. The report must be made in person. The police will not accept a report by telephone or from someone else on your behalf. Most police stations have English-speaking personnel; if you have difficulty making yourself understood in English, call the Embassy's Office of American Services (Tel: 01-4312-4518 or 01-4312-4501) for assistance in interpreting by telephone. While it is unlikely that the thieves will be arrested as a result, it is important that you report thefts to the police. The police receipt is helpful and sometimes necessary in applying for the replacement of airline tickets, INTERAIL passes, passports, traveler checks, etc. It is also useful for supporting insurance claims.

B. Airline ticket

Report the loss or theft immediately to the Paris office of the airline. It is left to the discretion of each airline whether or not to replace a ticket. In any case, replacement tickets are issued only after verification of the initial purchase of the ticket has been obtained by telex from the airline's home office.

AIR FRANCE 119 av. des Champs Elysées, 75008 Paris Tel: 0802-802-802

AMERICAN AIRLINES 109 rue du Fbg St-Honoré, 75008 Paris Tel: 01-6932-7307

CONTINENTAL AIRLINES 92 av. des Champs-Elysées, 75008 Paris Tel: 01-4299-0909

DELTA AIRLINES 4 rue Scribe, 75009 Paris Tel: 01-4768-9292

NORTHWEST AIRLINES 16 rue Chauveau Legarde, 75008 Paris Tel: 01-4266-9000

TOWER AIR 20 rue Royale, 75008 Paris Tel: 01-5504-8080

UNITED AIRLINES 106 blvd Haussmann, 75008 Paris Tel: 08-01-727272

US-AIRWAYS 109 rue du Faubourg St-Honoré, 75008 Paris Tel: 01-4910-2900

TWA Office located in London since July 1998 Tel: 0801-892-892

C. Driver's licence

The Consulate is not authorized to replace expired, lost or stolen U.S. driver's licenses. Only the issuing office (Department of Motor Vehicles) in the driver's home state can perform that service. If you have lost your driver's license or had it stolen in France, you should report it to the French police.

INTERNATIONAL DRIVING PERMIT: Applications for replacement of lost, stolen or expired International Driving Permits obtained in the United States have to be made to the American Automobile Association, World Wide Travel Department, 1000 A A A Drive Heathrow, FL 32746-5063. Replacements cannot be issued in France.

D. International Student Card

Lost or stolen International Student Identity Cards may be reissued in Paris by the CIEE, Council Travel Services, Voyages Educatifs, 1 Place de l'Odéon, 75006 Paris, Tel: 01-4441-8989.

EURAIL PASS: If lost or stolen in France, it cannot be replaced. For information, please contact the French Railways Ltd., Service International, Gare de Paris Saint-Lazare, 13 rue d'Amsterdam, 75008 Paris, Tel: 01- 53-42-73-13 or 01-53-42-00-00.

E. Credit Card

Notify the Paris office of the issuing firm immediately.

AMERICAN EXPRESS

Notify AMEXCO, Regional Refund Center, 11 rue Scribe, 75009 Paris, Tel: 01- 47-77-77-77. Office hours: 9:00 a.m. to 5:30 p.m., Monday through Friday. A toll-free number is available 24 hours a day - 0800-90-86-00. For AMEX members: contact the travel incidents services at 01-4777 7000

BANK OF AMERICA

Theft or loss of Bank of America checks can be reported to Credit Commercial de France, 115 Av. des Champs Elysées, 75008 Paris, Tel: **01-40-70-70-40.**

Hours: Monday through Saturday: 8:30 a.m. to 8:00 p.m. & Sunday
10.00 to 6.00,
Metro station George V.
Bankamericard (VISA)
0800.90.2033 or 08-3669-0880 24 H a day for Loss or theft

DINERS CLUB

Diners Club de France, 52 rue Lafayette, 75009 Paris
Tel: 01-4906-1717
9:00 AM/6:00 PM
Monday through Friday
9:00 AM/1:00PM on Saturday

MASTER CARD

Eurocard France, 16 rue Lecourbe, 75015 Paris /
Tel: 01.4567.8484
To notify the bank in the U.S., Tel: 01.43.23.20.76 Toll-free number for
MasterCard Global Service: 0800-90-1387
24 hour service 7 days a week
CIRRUS, PLUS, VISA, or MASTERCARD Tel: 08-3669-0880 24 hour
service

BARCLAYS

In Paris call collect (415) 574-7111. You will reach the Visa travelers
Services in the U.S. which will give you appropriate instructions for
refund. To call collect, dial 0800-99-00-11 to get AT&T operator. You can
then proceed to Barclays, 21 rue Lafitte , 75009 Paris, Tel: 0800-906248.
Office hours: 9:00 a.m. to 4:30 p.m., Monday through Friday.

CITICORP

In Paris call CITIPHONE BANKING at 01-49-05-49-05 24 hours a day.
OR go straight to Compagnie Générale de Banque Citibank, 125 Av.
Champs Elysées, 75008 Paris.
Office hours: 9:00 a.m. to 1:00 p.m. and 2:00 p.m. to 4:00 p.m., Monday
through Friday.

THOMAS COOK

Notify Thomas Cook, 8 rue Bellini, 75016 Paris, Tel: 01-47-55-52-52.
Hours: 9:00 a.m. to 5:30 p.m., Monday through Friday. If more
convenient, you can report the loss or theft of your travelers checks by
calling collect the 24 hour refund service at Thomas Cook, Peterborough,
England, Tel: 0800-90-83-30. VISA In Paris call 0800-90-14-24 (Toll-
Free) or call collect (415) 574-7111. To call collect, dial 0800-99-00-11
for an AT&T operator.
Office hours: 10:00 a.m. to 9:00 p.m., Monday through Saturday.